

# Army Knowledge Online

Executive Briefing  
16 November 2001  
(updated 4 Jan 2004)



**ARMY  
KNOWLEDGE  
MANAGEMENT...**  
*Share Your Knowledge*

# Outline

- Army on the Web
  - Army Home Page (AHP)
  - Army Knowledge Online (AKO)
  - Army Knowledge Online – SIPRNET (AKO-S)
- AKO Future
- AKO Strategy
  - Concepts
  - Vision
  - Challenges
- Portal
  - Functions
  - Personalization
  - Architecture
  - Future



# AKO

## Spectrum of Operations

### AKO on the CIBNet



- Highly restricted access
- Content is Secret and below

### AKO on the CIBNet



- Restricted access
- The Official Army Private Web Presence
- Content is sensitive (Unclassified)
- Portal to other Army private sites

### The Army Home Page



- Unrestricted access
- The Official Army Public Web Presence
- Content is Public
- Average 491,167 daily page requests, 2,917,808 daily hits

**Covering The  
Range Of  
Knowledge  
from **Public** to  
**Secret**  
Information**

# The Army Home Page

## Telling The Army Story

**Public Messages from Sr. Army Leadership**

**News & Information**

**Public Army Website Hosting**

**Search for Organizations and Documents**

**Daily Photos from the Field**

**Special Features**



# AKO

## Gateway to Army Knowledge

**Powerful Tools**

**User-customizable**

**Knowledge Centers**

**User Polling**

**Personalized Information**

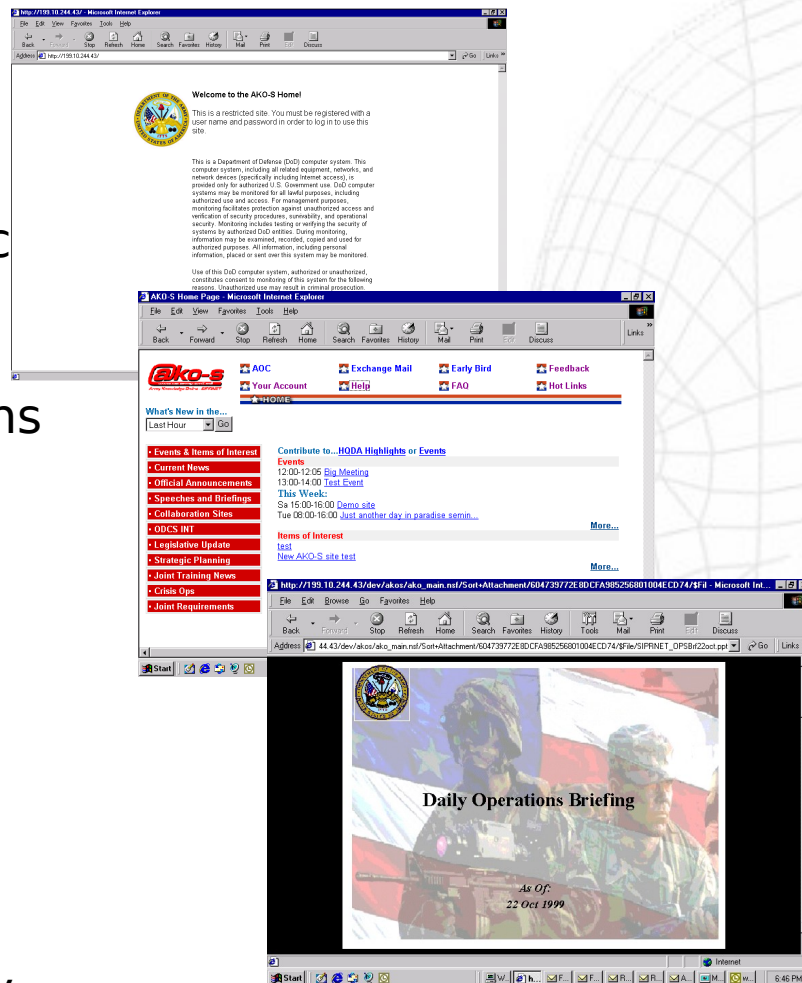
**Army Wide Announcements**

The Portal allows soldiers and DA civilians to quickly find and receive the latest knowledge on subjects of their choosing. Portal users gain quick access to Army installation and travel information, training links, the latest Army news, and other knowledge centers across the Army.



# AKO-S (Secret and Below) Army Staff Coordination

- Warfighter
  - Daily Operations Brief
  - Daily Operations Notes
- Intelligence
  - Intelligence summaries and policies
- Logistics
  - DCSLOG Hot Topics
  - Current Army Logistics Operations Update
- Executive Actions
  - Executive Summaries
  - Accident Reports
  - GSC notes (restricted)
  - Reports, Taskings and Events
- Knowledge Centers
  - Joint Requirements
  - Army Transformation
  - Integration with Joint Community

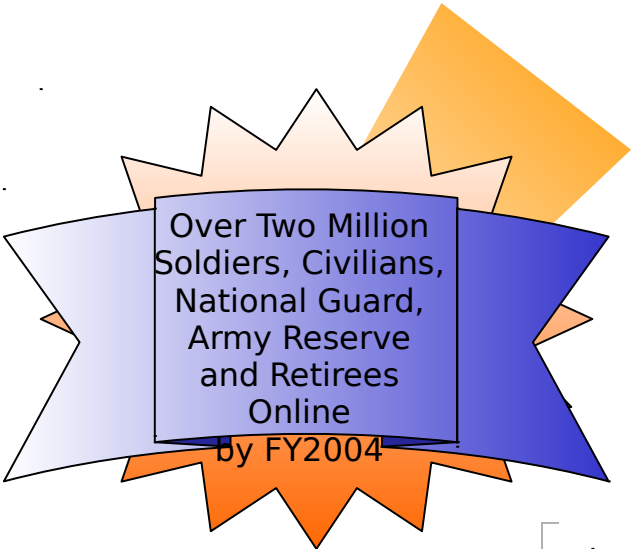


Unclassified Demo screen shots

# AKO - Future

## Scalability

QuickTime™ and a  
TIFF (Uncompressed) decompressor  
are needed to see this picture.



Over Two Million  
Soldiers, Civilians,  
National Guard,  
Army Reserve  
and Retirees  
Online

By FY2004

Unclassified

## Capability

NOW

- Standardized, secure email address; valid for entire length of service
- Powerful .mil-focused search engines
- AKO personnel locator
- Hosting over 40 Army Web sites
- HQDA analysis and collaboration tools
- Gateway to over 30 DoD knowledge centers
- Secure Army Instant Messaging

FUTURE

- Army-wide personnel locator
- Army wide authentication for Web Systems
- HQDA as a knowledge-based organization
- Streamlined Army-wide processes
- Faster/easier access to enterprise data
- Army-wide analysis and collaboration tools
- Additional Knowledge Centers (Contracting, Logistics, Personnel, US Army Reserve, Army National Guard)



ARMY  
KNOWLEDGE  
MANAGEMENT...  
Share Your Knowledge

# Key AKO Concepts

- Incorporate Business Rules
  - Intellectual Property of the Army
  - Separate business logic and data
- The Right Information - to the Right People - at the Right Time
- Accessibility (24/7, geographic failover)
- Scalability (linear performance, users)
- Flexibility (extensible, adapt to the mission)
- Manageability (single interface, analysis)

# AKO Vision – The Individual Personalized Portal for All Army individuals

The screenshot shows the 'The Army Portal' interface. At the top, a navigation bar includes 'Log In', 'Search', 'Map', and 'Help'. Below this, a green banner displays 'Welcome Eric Shinseki' and 'Monday January 29, 2001'. The main content area is divided into several sections: 'Information Access' (DoD Army Publications, MWR Activities, etc.), 'Net Services' (Find/e-mail a Friend, Military Search Engine, etc.), 'Army Knowledge Centers' (Transformation, Acquisition, Logistics), 'Civilian Personnel' (What's New?, FAQs, Units, Soldier of the Month, MyWeb Space, Ask the Chief), 'Guard & Reserve', 'OPS' (Safety, Operations, Standards, Deployments), 'Washington, DC' (Weather: Sunny 40°F, 1400 EST), 'News Streams' (Early Bird), 'Online Services' (Choose Services, Select Categories), 'Common Activities' (Finance: Online LES, Travel Vouchers, etc.; Personnel: Leave Request, Entitlements, etc.; Education: Programs, Benefits; Professional Development: Army Schools, AUAO, CBT; Retention), and 'Army Web Sites' (Acronym Finder, Dictionary, Intelligent Search). A 'seek' button is visible. A yellow starburst callout in the bottom left corner states: 'Core services provided for email, search, collaboration tools, authentication, directory services'. A yellow starburst callout in the bottom right corner states: 'Web-based, self-service processes provided by Army functionals and organizations'. A speech bubble callout at the top left says: 'Recruiting and retention statistics...'. A speech bubble callout at the top center says: '... Readiness ratings...'. A speech bubble callout at the top right says: '... and funding details, all at your fingertips'. A speech bubble callout on the right side, next to a handheld device, says: 'Check calendar and high-level emails through wireless devices'. A speech bubble callout in the center says: 'Get the latest news and events'. A speech bubble callout in the bottom center says: 'File your travel voucher online'. The bottom of the page features the 'ARMY KNOWLEDGE MANAGEMENT... Share Your Knowledge' logo and the word 'Unclassified'.

**Recruiting and retention statistics...**

**... Readiness ratings...**

**... and funding details, all at your fingertips**

**Arrange on-line meetings with CinCs in Korea and Germany**

**Get the latest news and events**

**File your travel voucher online**

**Check calendar and high-level emails through wireless devices**

**Core services provided for email, search, collaboration tools, authentication, directory services**

**Web-based, self-service processes provided by Army functionals and organizations**

**Unclassified**

**ARMY KNOWLEDGE MANAGEMENT... Share Your Knowledge**

# AKO's Immediate Challenges

- **Collaboration: Web Email solution, and email discussion threads for various knowledge communities (function groups like Acquisition, Personnel, PEO C3S, etc.)**
- **How do we "personalize" all this information, applications, etc., that we have collected in order to turn it into knowledge? Without writing code, from scratch, to do this?**

# Army Portal Functionality



## Central Gateway to Army Knowledge Centers

- Accessible from any Internet connection
- User customizable and configurable
- Future: single sign-on with Army Common Access

## Web-based AKO

- Standardized, encrypted email capability for all soldiers and DA civilians
- Valid for entire length of service, wherever individual is assigned
- Soldiers and DA civilians can easily stay in touch with each other and the Army

## AKO Search

- Focused exclusively on the .mil domain
- Powerful -- currently indexes over 630,000 documents
- Includes over 2.3 million URLs
- Can automatically sort documents by relevance or by date

## The Army White Pages

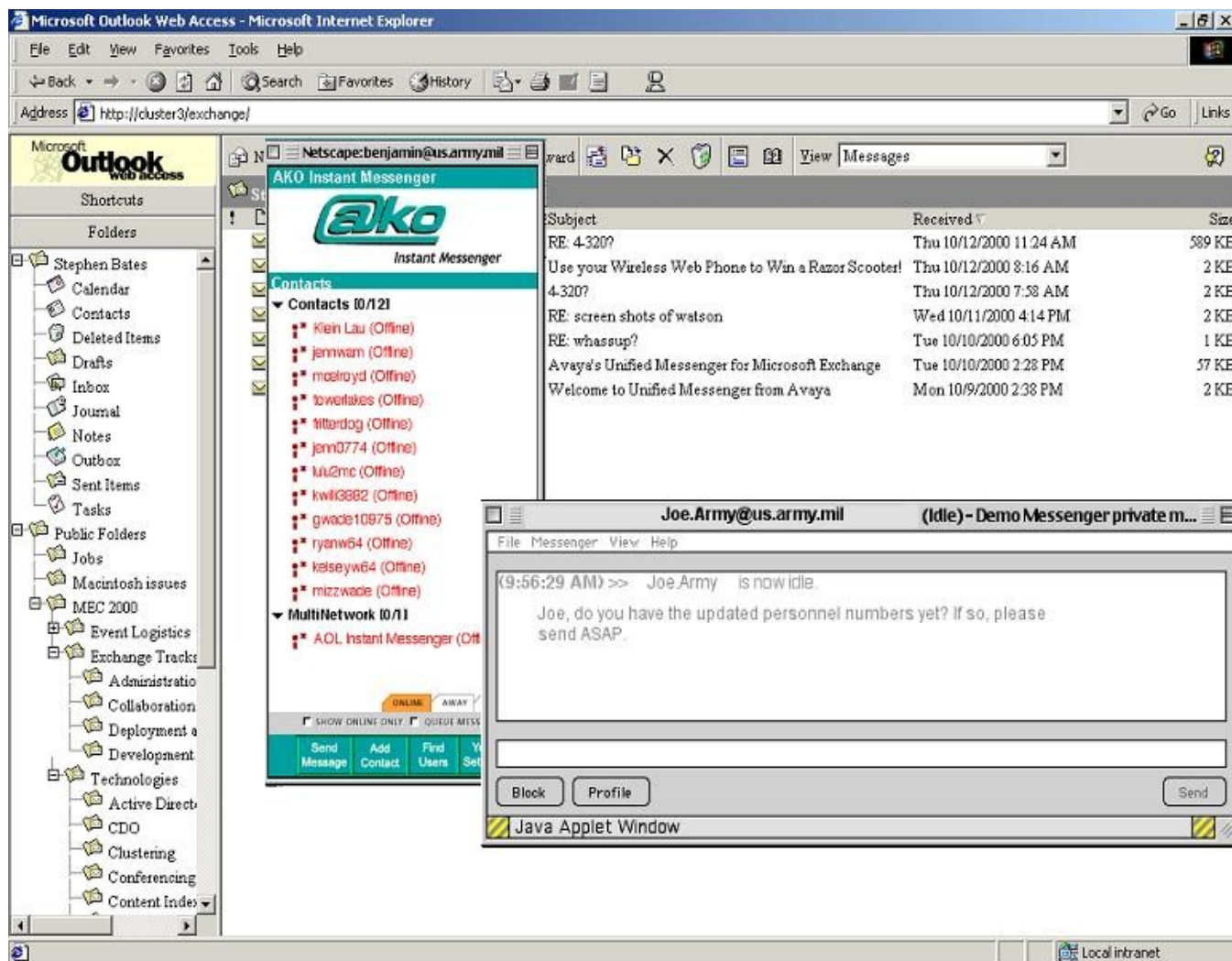
- Armywide locator service
- Instantly locate anyone with an AKO account.
- Find email address, rank / grade, organization, office phone number and mailing address.
- The Army stays connected despite frequent deployments and high unit-level personnel turnovers.



# Personalization is the Key

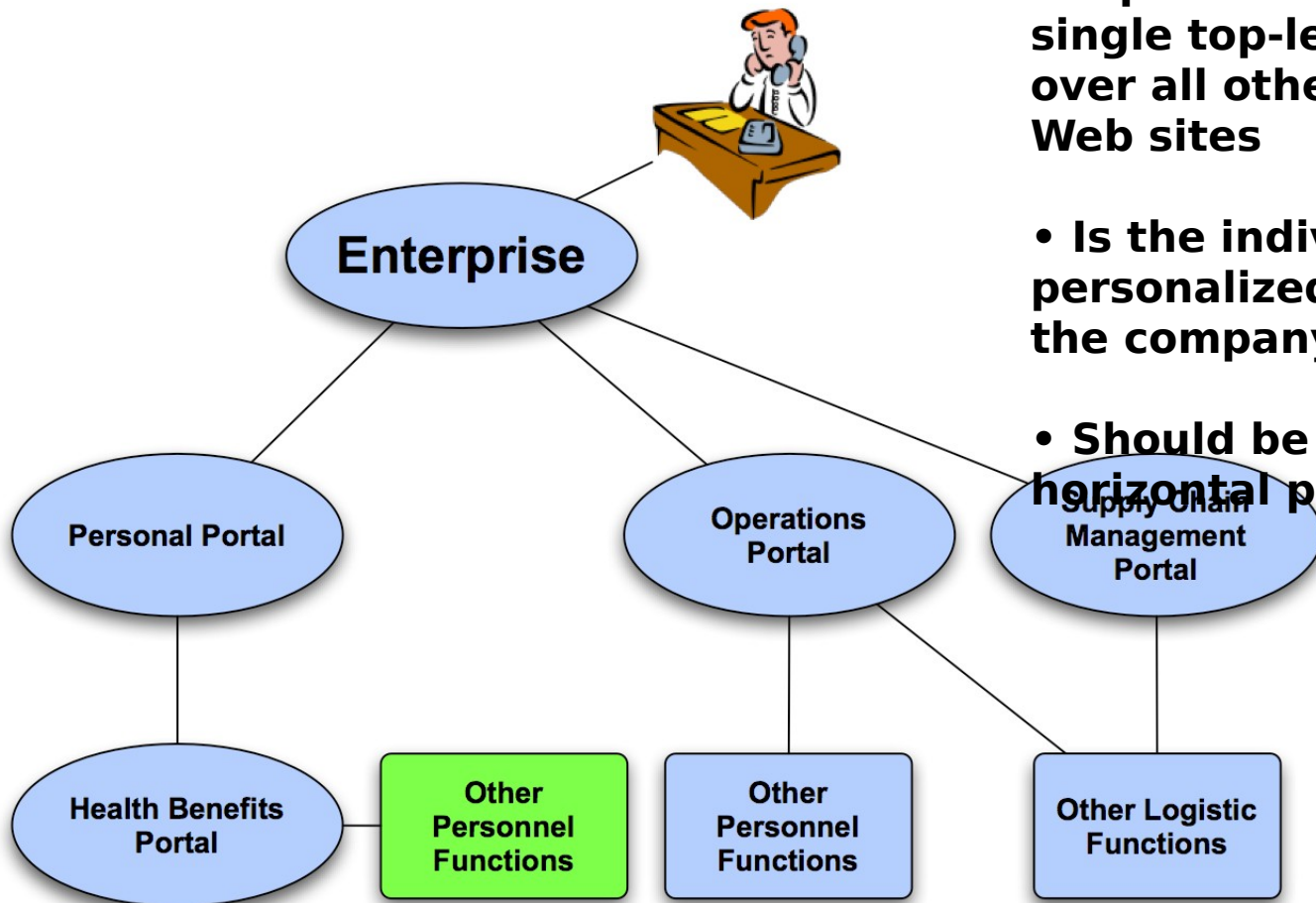
- Personalization is the key to giving AKO the "stickiness" it needs to become the Army's Enterprise Portal
  - Expands AKO from KM to the Army's self-service center and applications provider
  - Provides for the soldier, their families...by Day and by Night
- Personalization increases
  - Site loyalty
  - Builds trust among functional and Knowledge communities
  - Reduces customer churn
  - Streamlines the purchase process with *personalized product/information recommendations*,
  - Increases the likelihood that the customer will “like the recommendations”
  - Use of service and improves site navigation based on visitor interests and profiles

# Full Featured “Webmail”, Secure POP & IMAP, Wireless Access, Instant Messaging



Check  
calendar and  
high-level  
emails through  
wireless  
devices

# The Corporate Enterprise Portal



- A portal that acts as the single top-level interface over all other portals and Web sites

- Is the individual's personalized doorway into the company

- Should be a thin, wide horizontal portal

# AKO Portal and Webmail

**Inbox - Microsoft Outlook**

File Edit View Favorites Tools Actions Help

Text New RTF Reply Reply to All Forward Send/Receive Find Type a contact to find

Address outlook:Inbox

**Folder List**

- Outlook Today - [Mailbox]
- Calendar
- Contacts
- Deleted Items (3)
- Drafts (4)
- Inbox (5)
  - aar (2)
  - ako
  - compaq
  - dell
  - ds (10)
  - gartner
  - Large Messages
  - mc
  - opd
  - pki
  - task status repo
  - temp
  - travel (2)
  - win2k
  - win2kpolicy
- Journal
- Notes
- Outbox
- PocketMirror
- Sent Items
- Tasks
- Public Folders

**Outlook Shortcuts**

- Outlook Today
- Inbox (5)
- Calendar
- Contacts
- Tasks
- Notes
- Deleted Items (3)

**AKO Armynet**

Welcome Eric Shinseki Monday January 29, 2001

**Information Access**

- DoD Army Publications
- MWR Activities
- Library/Reference Services
- Army Installations
- Army Subject Matter Experts
- Army Archives

**Net Services**

- Find e-mail a friend
- Military Search Engine
- Virtual Meetings
- Instant Messaging

**Army Knowledge Centers**

- Transformation
- Acquisition
- Logistics

**Navigation Menu:**

- Military Personnel
- Civilian Personnel
- What's New?
- FAQs
- Units
- Guard & Reserve
- MyWeb Space
- Ask the Chief
- Army Homepage
- Retiree Information

**Search:**

Army Knowledge Online SEARCH

- Army Web Sites
- People Search
- Internet
- Acronym Finder
- Dictionary
- Intelligent Search

**News Streams**

Early Bird

**Online Services**

Choose Services

Select Categories

**Common Activities**

- Finance**
  - Online LES
  - Travel Vouchers
  - TQV Per Diem Rates
  - Pay Charts
- Personnel**
  - Leave Request
  - Entitlements
  - Promotions
  - Officers
  - Enlisted
- Education**
  - Programs
  - Benefits
- Professional Development**
  - Army Schools
  - AJAO
  - CBT
- Retention**

**Washington, DC**

Sunny 40°F  
1400 EST

**ARMY OFFICIALLY BEGINS TRANSFORMATION TO INITIAL BRIGADE COMBAT TEAMS**

The Army has officially begun the transformation of the first two brigades at Fort Lewis, Wash., to Initial Brigade Combat Teams (IBCT's), a new interim design that will enable the Army to deploy brigades faster and in a configuration ready to fight upon arrival.

Shinseki said, "The transformation of these two brigades at Fort Lewis, using current off-the-shelf technology, will give us an interim capability as we move toward our long-term goal of the Objective Force."

The transformation of the Initial Brigade Combat Teams is the first phase of the Army's three-phase strategy for transforming the current force. The IBCT's, while providing an initial capability not currently in the force, will also serve to rapidly identify necessary changes in doctrine, organization, equipment, training, and leader development required for the second phase, the Interim Force.

The Interim Force will consist of the two IBCT's at Fort Lewis and other IBCT's yet to be determined. The Interim Force will be

Although the Army has been planning this transformation since October 1999, when Secretary of the Army Louis Caldera and Army Chief of Staff General Eric K. Shinseki unveiled the new Army Vision, last week marked the physical start of moving soldiers, units and equipment to the new brigade configuration.

"This action is a milestone on the road to transforming the entire Army into a force that is strategically responsive and dominant at every point on the spectrum of operations,"

# Portal Future

- Portal products were in their infancy in 1999.
- Portal products have matured adequately to allow enterprises to shift from a tactical to strategic investment strategy.
- The portal product market is extremely overcrowded and due for a shakeout.
- Enterprise portals will continue to be implemented in big numbers by large enterprises. AKO is the enterprise portal for the Army.

# Conclusion

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# Points of Contact

**The public AKO site at <http://www.Army.mil/AKO> contains a 'Contact Us' page which can be used to send messages to the AKO management including:**

- **Army Knowledge Online (NIPRNet & SIPRNet)**
- **Army Home Page**
- **Army Flow Model**
- **Network Engineering**

**the direct link to the contact page is  
<http://www.Army.mil/AKO/ContactForm/>**